



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21888	Legal name: SRAGILL Pty Ltd Trading name: AVETA - Australian Vocational Education & Training Academy

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	332	324	97.6 %
Employer satisfaction	No surveys were issued as AVETA did not deliver or assess in the workplace	N/A	N/A

#### Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

AVETA's targeted response rate for this survey is 90% or more respondents for all qualifications on its Scope of Registration for the Learner Engagement Survey. AVETA has again been able to achieve this benchmark for 2019; and this is comparable with previous years

2018 - 93%    2017 - 95%    2016 - 88%    2015 - 90%    2014 - 94%.



## Section 2 Survey information feedback

### What were the expected or unexpected findings from the survey feedback?

The Learner Engagement survey has a 4 point scale as follows:

1 = Strongly Disagree

2 = Disagree

3 = Agree

4 = Strongly Agree

AVETA's targeted response rate for 2019 was to average at least 3 points or above for all of qualifications on its scope of registration for students who completed a qualification in that year. AVETA was again able to achieve this target for 2019 (following on from previous years from 2014 to 2018).

AVETA actual response rate across all Learner Engagement Indicators for 2019 was 3.50

### What does the survey feedback tell you about your organisation's performance?

The 2019 learner feedback indicated that AVETA's aim of providing quality educational services to its overseas students has again been achieved, as indicated by those overseas students, who completed qualifications on AVETA's Scope of Registration throughout 2019. This achievement reconfirms AVETA's focus on maintaining the provision of quality education products and services for our students on a daily basis; and is considered by AVETA to be one of the major contributing factors for AVETA's overseas students achieving their educational goals.

## Section 3 Improvement actions

### What preventive or corrective actions have you implemented in response to the feedback?

AVETA regularly conducts internal review of its operations and believes this has allowed AVETA to maintain our targeted response rates from students.

### How will/do you monitor the effectiveness of these actions?

AVETA's Team will continue this strategy of continuous improvements with their hands-on approach, in the delivery of quality educational services to its overseas student cohort, and will continue this process into 2020 and beyond.